



Connecting

Creating A New Mental Health Service Delivery System for Our City

June 2004

Vol. 2 No. 10

Message from Martha B. Knisley, Director

Ending Homelessness – Mayor Anthony A. Williams released on June 16 a draft proposal to end homelessness by 2014. The public is invited to review and make comments about the proposal. “As homelessness is a complex and sensitive issue, there may be aspects of this draft plan or the public discussion that follows that will be controversial,” said Mayor Williams. “That’s OK. We can’t expect that finding solutions will be easy. We can expect, in the end, to develop effective and workable solutions to this critical issue.”

Homeless No More, drafted by the Mayor’s Policy Academy Team (MPACT), focuses on moving homeless residents into permanent housing as quickly as possible and providing social services to help resolve the issues that caused them to be homeless.

DMH already is supporting this initiative through our Housing First program, which has provided housing to five individuals and another 10 individuals are in the pipeline.

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Mayor, Councilmember Graham Open New CSA Site on U Street

Mayor Anthony A. Williams led the June 18 ribbon cutting ceremony to open the Community Services Agency’s new building at 1250 U Street, NW where services are provided to the multicultural community and children, youth and their families. The

building also houses Sun Trust Bank, Starbucks, and Quiznos, and H&R Block opens in January. Councilmember Jim Graham (Ward 1), ANC Commissioner Lawrence Guyot (1B), DMH Director Martha B. Knisley and other community leaders joined Mayor Williams for the celebration.

“This is the city we’ve dreamed of: everything at your fingertips, and the District government right here in the heart of it,” said Mayor Williams. “This \$8 million, 44,000-square foot building is such a great place to house an important part of the District government. We have Metro right beneath us, and new housing all around us. There’s a choice of restaurants and Ben’s Chili Bowl – a Washington, DC institution, is right across the street. For culture and entertainment, the Lincoln Theatre is across the street and Lee’s florist shop is nearby.”

Councilmember Graham, a member of the Committee on Human Services and a Metro Board member, worked closely with Director Knisley, the project developer Marvin Jawer of the Jenco Group, and the community to ensure the building meets the needs of consumers of mental health services and the community.

Two mental health programs operate in the building – the Multicultural Community Support Services and the Northwest Child and Family Community Support Center. A family member praised the Northwest Center for its superior services and the building for its warmth and comfort. The State Education Office opens its Lifelong Learning Center on August 9. The center that will focus on assessment and literacy services for learners including those with English as a second language. For more information, contact Margaret Worthy, DMH Liaison to the State Education Office, at 202-727-6782 or 202-727-6436.

DMH Joins DCEMA in First Emergency Preparedness Training for Latinos

This month, DC government presented its first emergency preparedness training for the Latino community and the Department of Mental Health staff participated in both planning the program and its presentation. The successful Latino Awareness Forum on Emergency Preparedness was held June 13 at Sacred Heart Church.

Victor Wenger, of the DC CSA Multicultural Community Support Program, and Luciano Berardi, of the DMH School Mental Health Program, distributed literature on recovery from terrorism events, coping strategies, and managing emergency situations. They also answered questions on the support functions DMH provides during an emergency event. According to the District's emergency plan, DMH will assist with Emergency Support Functions 6 and 8, Mass Care and Health and Medical Services, respectively. The Awareness Forum was the initial outreach effort specifically for the Latino community on emergency preparedness and disaster recovery and more events are planned for the future.

Multicultural Director Tedla Giorgis, Ph.D. and DMH Risk Manager Dan Byrne represented the Department at the planning and coordination meetings led by the D.C. Emergency Management Agency. Many other D.C. agencies also participated.

Tedla Giorgis, Ph.D.

Eliminating Language as a Barrier to Accessing Services

Tedla Giorgis, Ph.D., DMH/CSA Multicultural Community Support Center director and DMH/CSA Asian and Pacific Islander Coordinator, was a panelist at the June 21 "Mayor's Forum on the DC Language Access Act, *A Briefing with D.C. Mayor Anthony Williams*" at the Brookings Institution. Dr. Giorgis earned Mayor Williams' praise for his commitment to ensuring language is not a barrier to receiving District government services. At the June 18 CSA ribbon cutting ceremony, Mayor Williams praised the printed program, which Dr. Giorgis had produced, saying it was an example of how government agencies can make information accessible. The program was printed in Spanish, Amharic, Chinese, Vietnamese and Korean as well as English.

Earlier this month, Dr. Giorgis was a studio audience member for an Office of Cable Television and Telecommunications show that highlights the District's improved access to government services for and the contributions of Asian and Pacific Islander Americans who live and work in the District. The TV program also encourages District agencies to address the needs of this underserved population in creative ways. It will be shown repeatedly on Channel 16 throughout June.

What's Up DMH?



Tony Crews, Provider Relations, shared DMH materials with residents during the Ward 7 Core Team information fair on June 19.

Linda Kaufman, Office of Program and Policy also participated at the fair. She stapled raffle tickets to the Access HelpLine cards. When she announced the winners, she took the opportunity to tell the youth the 1-888-793-4357 number.

Jocelyn Ekpo, Provider Relations, shared information with students and staff at the Stanton Elementary School Health Fair, Ward 8 on June 4. Ms. Ekpo also joined other members in the Ward 1 Core Team during a job fair.

Patricia Ferrand, Director's Office; John Gibbons and Venida Hamilton, Provider Relations represented DMH at the emergency command center during the World War II celebration on May 29.

John Graham, the DMH CSA representative to the Ward 6 Core Team, participated as a group facilitator at the June 10 Terrell Junior High School Violence Prevention Conference entitled, "Halting Violence and Drugs Starting With Me".

Donna Hagler, Director's Office, braved the rain to represent DMH at the Union Temple Church "Wall of Remembrance" information fair in Ward 7 on June 5.

Linda Grant, Public Affairs, distributed information to residents at Ward 8 Health Festival on June 12.

Richard Warsh, Facility Planning provided information on the new development at St. Elizabeths Hospital at the Ward 8 Economic Development Fair on June 19.

Deaf Unit to Close at St. Elizabeths

DMH to Expand Community Services for Deaf Consumers

Community-based treatment has been a success for many mental health consumers in the District. Now, 10 deaf St. Elizabeths Hospital patients also will enjoy the array of mental health services in a less restrictive community environment.

In making the announcement to close the deaf unit at the hospital, **DMH Director Martha B. Knisley** said, "It's a great time in mental health when all consumers, hearing or not, can receive quality care in the community. We are proud to join many other states who have shifted from inpatient services being the focus of care for persons who are deaf to out patient services."

Ms. Knisley said that the deaf unit is scheduled to close by the end of June. DMH staff is working with providers and deaf advocacy organizations to make the transition from hospital to community services. Housing and employment are among the issues being addressed during the transition.

"It has long been recognized that recovery means empowering consumers with the ability to care for themselves. We're convinced that this supported effort will move our deaf consumers toward recovery," said Ms. Knisley.

New Atypical Anti-Psychotic Medication Provides Fewer Side Effects

For most illnesses, medicine is a critical element to recovery. For people suffering from mental illness, anti-psychotic medication can make a difference in how patients function in routine daily activities. During the 2nd Annual Spring Conference at St. Elizabeths Hospital, 120 mental health practitioners discussed atypical anti-psychotic medication and its effect on diagnosis and treatment.

For people
make a dif-



Elinor Abraham, SEH Nurse Educator, said that the conference took an in-depth look at the specific action of new anti-psychotic medication. She said that new medicine preserves cognitive abilities including verbal fluency and clearer thinking. Even with the significant changes in these new medications, Ms. Abraham said that practitioners must be careful about dosage.

"We must consider each patient individually," said Ms. Abraham. High dosage of medication may cause side effects such as trembling and an unsteady walk. Conference participants discussed ways to minimize, monitor and alleviate adverse side effects. She said that feedback from patients and family members are important factors in evaluating medication.

For example, Ms. Abraham said, that if medication is known to cause dry mouth and the patient complains of dry mouth, than the patient should be given another medication. Also, she said, that most anti-psychotic medications cause side effects. Working with the patient will help minimize the side effects.

SEH Patients Attend Circus & Concert

This month, St. Elizabeths patients and staff enjoyed the entertainment spectrum - the UniverSoul Circus on June 16, with assistance from Council-member Sandy Allen's office, and a gospel and classical music concert on June 19. Everyone had a good time at both events.

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Director's Message

Praise for the CSA and SEH – I just wanted to congratulate CSA CEO Juanita Price, SEH CEO Joy Holland and their outstanding staffs for their hard work to provide quality services to District residents despite the unforeseen challenges arising from the recent power disruption at the hospital. Many of you have shouldered new responsibilities as a result of the continuing power outages at St. Elizabeths; never the less, services continue to be delivered in a caring manner.

I would also like to take this opportunity to thank **Marcia Jones** for her dedication and leadership. As the first Deputy Director appointed in the MHA in 2001, Marcia immediately organized the Office of Accountability, hiring staff and meeting every new requirement and challenge in record time and in an effective manner.

We will miss Marcia but are very proud of her as she assumes this new challenge.



Class of 2004



Hugo Arce, St. Elizabeths Hospital, Dental Clinic

Daughter— Mariana Arce, University of Maryland

Toni Bacote, Authority, Information Systems

Son— Maceo Bacote, Douglass High School

Louisa Buadoo-Amoa, Authority, Human Resources

Daughter— Charlotte Buadoo-Amoa, Benjamin Banneker Academic High School

Daughter— Falone Buadoo-Amoa, Benjamin Banneker Academic High School

Vivian Burris, Community Services Agency

Son— Tremain Braxton Burris, Friendship Edison Public Charter School

Leslie Carson, Authority, Facility Planning

Daughter— Lauren Carson, St. Johns College High School

Janice Colbert, Authority, Office of Program and Policy

Daughter— Sharonda Colbert, National Christian Academy

Harriet Crawley, Authority, DC CINGS

Cousin— Antionette Dempsey, Temple University

Sheila Craft, Authority, Division of Human Resources

Daughter— Johnnika D. Gillespie, Friendship Edison Public Charter School

Madeleine Davis-Shelton, CSA, Hearing Impaired Service Branch

Daughter— Jacqueline Shelton, Paint Branch High School

Janet Crowe, St. Elizabeths Hospital

Son— Jermaine Crowe, Potomac High School

Gina Douglas, Authority, Public Affairs

Daughter— Kelly Douglas, Banneker Academic High School

Diana Flowers, St. Elizabeths Hospital

Daughter— Duane Kimberly Williams, College of Southern Maryland

Niece— Natashe Monte', Girls High School

Nick Geleta, Authority, DC CINGS

Niece— Larissa Dawkins, SUNY at Binghamton

Nephew— Peter Dawkins, Cohoes High

Niece— Lauren Geleta, Shenandoah High School





Class of 2004



John Gibbons, Authority, Office of Program and Policy
Kerima Gibbons, Authority, Office of Program and Policy
Daughter— Ashley Williams, Bowie High School

Linda Grant, Authority, Public Affairs
Granddaughter— Alexis Wells, Largo High School
Nephew— Grant Adams, Boston College

Catrina Griggs, Authority, Budget Office
Southeastern University, Masters of Business Administration, Accounting

Venida Hamilton, Authority, Office of Program and Policy
Daughter— Eulalia Hamilton, Temple University

Eunice Long, Authority, Contracts and Procurement
Son— Enoch Long, Temple University
Daughter— Sierra Long, graduating junior; Ballou Senior High School

Floyd McCrory, Authority, CFO
Daughter— Katinia S. McCrory, Boston College
Son— Jonathan H. McCrory, Duke Ellington School of the Arts

Sylvia Mackey, Authority, Finance and Administrative Services
Daughter— Yara Mackey, St. John's College High School

Lisa Meadows, St. Elizabeths Hospital, Financial Services
Nephew— Michael Renick, Leonardtown High School

Mary Phillips, Authority, Office of Program and Policy
Daughter— Brenda Anders, Columbia University

Inez Scope, Authority, DC CINGS
Grandson— Khalil R. Harris, Florida A&M University

Gail Smith, St. Elizabeths Hospital, John Howard Outpatient Department
Daughter— Rachel Clare Smith, Colgate University

Beverly Smith, Authority, Office of Program and Policy
Niece— Ebony Deville, Suitland High School

Vicki Whitfield, Authority, Office of Accountability
Daughter— Savonne Whitfield, Largo Senior High School

Psychiatry Residents Graduate

Six residents graduated from the DMH, SEH, Psychiatry Residency Training Program this on June 18, 2004. Their last day is June 30, 2004.

Ramia Gupta, M.D.
Khin T. Maw, M.D.
Eric Q. Mizelle, M.D.
Varsha Morar, M.D.
Samina M. Yousufi, M.D.
Daniella Zlatareva, M.D.



From left to right: **Carlene Joseph**, School Mental Health Program; **Rick Peak**, CPEP; **Annamarie Hakim**, School Mental Health Program; **Julie Liu**, School Mental Health Program; **Dan Byrne**, DMH Director's Office; and **Cecil Johnson**, CPEP.

Mental health really does matter! Just ask the DMH staff who provided mental health support to participants during the World War II memorial celebration.

CSA's Leola Jenkins's Daughter Wins Miss Maryland

Tiffany Jenkins, daughter of **Leola Jenkins**, Director of the **CSA's Northwest Child and Family Community Support Center**, was crowned Miss Maryland June 19. The next step is the Miss America Pageant in Atlantic City, NJ, in September. Miss Jenkins is a Howard University graduate student in clinical psychology. Congratulations to mother and daughter!



DMH Seeks Supervisors for Summer Youth Employment Program

School is out and the summer youth employment program is scheduled for July 12 through August 13. At the DMH, approximately 30 students between the ages of 14 and 21 years of age are expected to work with employees at Authority.

Naomi Chapman, **Human Resources Division**, is soliciting supervisors in the MHA to sponsor a young person during this program. She said, "This is our opportunity to introduce youth to the world of work."

Students will primarily perform office related tasks including typing, filing and answering the telephone. Ms. Chapman said that supervisors are encouraged to mentor the students on developing good work habits such as being on time, telephone etiquette, and appropriate dress for work.

MHA supervisors interested in working with a student should contact Ms. Chapman at 202-673-3656.

"Victory, Hope and Unlimited Possibilities"

The Community Services Agency hosted its first annual "Victory, Hope and Unlimited Possibilities" Awards Dinner and Ceremony to celebrate consumers of all ages in their recovery or resilience building and the people and organizations who contributed to their success.

Approximately 200 consumers, family members, guests and staff attended the May 20 event held at the Washington Navy Yard. Each consumer nominated received a medal and certificate. Awards were given in the following categories: Outstanding Youth Achiever, Outstanding Adult Achiever, Outstanding Youth Family Support and Outstanding Adult Family Support. Among those who provided remarks and works of inspiration were Lori Parker, Interim Deputy Mayor for Children, Youth, Families and Elders; DMH **Director Martha B. Knisley**; **Juanita Price**, CEO, DMH/CSA. Northwest Child and Family Community Support Center Advisory Board President Philip Lucas was the master of ceremonies.



This success story began several years ago when a high school principal introduced the School Mental Health Counselor to a 9th grade female Latino student who had recently arrived in the United States. The day they met, the student was very upset and angry and it was hard for her to talk. She left the house that morning furious with her mother who, once again, had made her feel inappropriate. She didn't want to go back home. After she calmed down, she was able to articulate their relationship and she agreed to meet with her mother to assess the situation and things they both wanted to work on. The mother also agreed and the meeting was held at their apartment.

During a lengthy conversation, the mother refused to discuss her rules and the way she was handling her daughter. The mother was clearly trying to protect her daughter from "bad influences of the street" and wanted to prevent her from getting pregnant too young (the mother had her first son at age 16). The mother was very clear that her daughter could go out and have fun with family members but not with friends. She was unable to talk about developmental stages and age-appropriate activities. The mother knew the consequences of street youth activities. Her older son had joined a gang, been shot several times and hospitalized and had been incarcerated several times.

Counseling started and the mother attended as needed; however, the tension between daughter and mother intensified and, at times, became abusive verbally and physically. The student ran away from home and Child and Family Services Agency took the student for that night. After the court hearing, she returned home with some clear recommendations for counseling, parenting classes, etc. The student was very frustrated and angry. The mother was hurt because she felt accused of not handling her daughter well. After this, discussions became less tolerable for both of them. Eventually, the daughter was placed through another agency in a foster care home where she stayed for one year, which ended very abruptly. She then went to live with her aunt under kinship care. The aunt had been very supportive since the conflict ended.

The student continued attending school and performing well and going to counseling once and sometimes twice a week. During this time, she was hospitalized twice with self-mutilation marks and clear suicidal ideations and intentions. She was medicated, but she didn't follow through. She became pregnant in her senior year but graduated and was accepted to a four-year college with a full scholarship, and she is doing well in her classes. She continues to live with her aunt and her daughter.

Community Connections Women's Empowerment Center

The Center is a safe place for women survivors of trauma and abuse. It is a welcoming place where women can come together to nurture their mind, body and spirit. The Center builds on the ability of women to help each other heal through hope, strength, connection and recovery. The Center is located at 801 Pennsylvania Avenue, SE Suite 201, Washington, DC 20003.

3rd Quarter Nominations



Nominations are being accepted for the 3rd Quarter Awards through July 5, 2004.

Email or send your nomination **Lois Calhoun** at lois.calhoun@dc.gov or the Awards Selection Committee, Department of Mental Health, 64 New York Ave., NE, 4th Floor, Washington, DC 20002.

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DMH 2nd Quarter Award Winners



Director Knisley, Director of Assessment Center Mary Phillips; Karen Osterle and Andrea Harrel, Social Workers, LICSW. Kris Laurenti, Supervisory Social Worker, LICSW is not pictured.

Celebration Award—Youth Forensic Services Staff, MHA

This award recognizes three social workers—**Kris Laurenti, Andrea Harrell and Karen Osterle**—who work closely with doctors and assess children who have been abused, neglected and/or become involved in the juvenile justice system. They arrange for emergency evaluations and hospitalizations for children in crisis and often move mountains to get that accomplished. They are truly unsung heroes who work quietly and tirelessly producing exemplary services to the children, youth and families of the city.

Customer Service Award, Provider Relations Staff, MHA

This relatively new program in the Office of Program and Planning has demonstrated outstanding commitment to providing customer services to potential and current certified providers of MHRS services. The staff has demonstrated exemplary service efforts that have resulted in numerous initiatives that benefit consumers and other customers first. To name a few: provide technical assistance; orient new and potential MHRS providers; developed numerous database systems to support DMH reporting requirements and links to the exit criteria. They also are active members of Neighborhood Services Core Teams.



Director Knisley; Director of Provider Relations Venida Hamilton; and Jocelyn Ekpo and Tony Crews, Provider Relations Specialists. John Gibbons, Provider Relations Specialist is not pictured.



Director Knisley; Clinical Administrator Theresa Donaldson and Gerome Totten Mental Health Counselor

Support Our Services Award, Gerome Totten, DC CSA

Mr. Totten is a mental health counselor with over 35 years of government service who has been a tremendous help to his team and the staff at the DC CSA, Spring Road facility. He is described as a resident historian who has a wealth of knowledge about resources and services. He helps members of his team and often volunteers to take on additional duties and responsibilities during critical staff shortages. He is forthright and honest, hard working and loyal—qualities that make a great employee.

Mission Award, Costina Lori McCamey, CPEP (posthumously)

The CPEP staff posthumously nominated their co-worker, **Ms. McCamey**, for this award that recognizes distinguished service that has a significant influence on the Department, or helps to bring recognition to the work of the Department. “Tina”, as she was known, would often go beyond her duty to obtain and secure items for consumers in need. This included purchasing groceries, clothing and other needed items. Staff reported “she exemplified our mission and values in her work and in her life”. Ms. McCamey passed on February 22, 2004.